# **Management Services Business Center**

#### **Business Center Vision**

Provide administrative tools, techniques and consultation to county departments to optimize performance in the areas of Human Resources, Risk Management, Employee Benefits, Management Information System and Budgeting.

#### **Mission Statement**

To provide administrative services to internal departments at the least possible economic impact to the taxpayers of Monroe County.

#### **Summary of Services Provided**

- Recruit and retain a highly qualified work force.
- Administer the group health benefit and worker's compensation program.
- Reduce risk to Monroe County.
- Provide efficient and reliable management information systems.
- · Provide financial guidance in the preparation and implementation of operating and capital budget.

#### **Major Variances**

- · Reduction of 2 positions.
- Reduction in appropriations in Worker's Comp. and Risk Management, lowering rates to user departments to FY03 rates or lower.
- · Reduction of operating expenses in Personnel.
- Increases in Group Insurance Claims and Reserves.

	FY 2002	FY 2003	FY 2004	FY 2004	FY 2004	FY 2004
Budgetary Costs	Actual	Adopted	Continuation	Issues	Adopted	Variance
Personnel Expenditures	1,819,053	1,980,897	1,921,546	0	1,921,546	-59,351
Operating Expenditures	16,496,111	22,772,745	25,164,615	0	25,164,615	2,391,870
Capital Outlay Expenditures	81,561	52,392	2,956	0	2,956	-49,436
Total Net Operating Budget	18,396,725	24,806,034	27,089,117	0	27,089,117	2,283,083
Transfers to Internal Service Funds	314,168	373,877	380,473	0	380,473	6,596
Total Interfund Transfers	314,168	373,877	380,473	0	380,473	6,596
Total Budgetary Costs	18,710,893	25,179,911	27,469,590	0	27,469,590	2,289,679

Funding Sources		FY 2002 Actual	FY 2003 Adopted	FY 2004 Adopted	FY 2004 Variance
General Fund		2,234,491	2,389,994	2,392,263	2,269
Governmental Fund Type Grant		467,774	0	0	0
Group Insurance		12,254,648	15,532,467	18,289,058	2,756,591
Risk Management		1,314,012	3,570,869	3,285,142	-285,727
Worker's Compensation		2,439,968	3,686,581	3,503,127	-183,454
	Total Revenues	18,710,893	25,179,911	27,469,590	2,289,679

Staffing Summary	FY 2002 Actual	FY 2003 Adopted	FY 2004 Continuation	FY 2004 Issues	FY 2004 Adopted	FY 2004 Variance
Admin. Services - Group Insurance	3.30	3.30	3.18	0.00	3.18	-0.12
Admin. Services - Loss Control	1.00	1.00	1.00	0.00	1.00	0.00
Admin. Services - Mgmt. & Budget	8.35	7.35	6.42	0.00	6.42	-0.93
Admin. Services - Personnel	5.60	5.60	5.14	0.00	5.14	-0.46
Admin. Services - Risk Mgmt.	2.23	2.23	2.16	0.00	2.16	-0.07
Admin. Services - Worker's Comp	2.28	2.28	2.16	0.00	2.16	-0.12
Technical Services	13.00	13.00	12.78	0.00	12.78	-0.22
Total Full-Time Equivalents (FTE)	35.76	34.76	32.84	0.00	32.84	-1.92
Total Authorized Positions	36	35	33	0	33	-1.92

Fiscal Year 2004 G - 2 Management Services

# **Admin. Services - Loss Control**

#### **Mission Statement**

The Monroe County Office is committed to providing a safe and healthy environment for the community and County employees. We shall continue to reduce the cost of accidents and liability in Monroe County with a comprehensive professional safety program. The Safety Office pledges to continually improve the effectiveness of our service. We will strive to maintain a level of perfection and enforce the laws of the State of Florida and ordinances of Monroe County.

#### **Summary of Services Provided**

- Development of accident prevention and loss control methods, procedures and programs.
- Enforcement of all applicable Occupational Safety and Health Administration laws.
- Thorough and informative safety and loss prevention inspections of public buildings and properties to reduce the risk of injury to our employees and the public.
- Development of plans associated with Monroe County sheltering and refuge activities for emergencies.

#### **Advisory Board**

Safety Accident Review Board

#### **Major Variances**

Reductions in various operating expenditures based on past performance and anticipated reductions.

- The county has given away several County buildings and property to the Village of Islamorada and the City of Marathon. The Safety Office does not need to ensure the fire extinguishers are certified in those buildings, thus cutting the cost of recertification of the fire extinguishers.
- Operating expenses were increased in fiscal year 2003 to cover the cost of the CPM class. The CPM courses will completed prior to the beginning of the fiscal year 2004 budget.

Budgetary Costs		FY 2002 Actual	FY 2003 Adopted	FY 2004 Continuation	FY 2004 Issues	FY 2004 Adopted	FY 2004 Variance
Personnel Expenditures		56,264	54,948	57,104	0	57,104	2,156
Operating Expenditures		11,243	17,150	13,425	0	13,425	-3,725
	Total Net Operating Budget	67,507	72,098	70,529	0	70,529	-1,569
Transfers to Internal Service Fund	ds	15,716	15,844	16,794	0	16,794	950
	Total Interfund Transfers	15,716	15,844	16,794	0	16,794	950
	Total Budgetary Costs	83,223	87,942	87,323	0	87,323	-619
	Funding Course			FY 2002	FY 2003	FY 2004	FY 2004

		FY 2002	FY 2003	FY 2004	FY 2004	
Funding Sources		Actual	Adopted	Adopted	Variance	
Risk Management		44,477	47,870	47,349	-521	
Worker's Compensation		38,746	40,072	39,974	-98	
	Total Revenues	83,223	87,942	87,323	-619	

Staffing Summary		FY 2002 Actual	FY 2003 Adopted	FY 2004 Continuation	FY 2004 Issues	FY 2004 Adopted	FY 2004 Variance
Professionals	_	1.00	1.00	1.00	0.00	1.00	0.00
	Total Full-Time Equivalents (FTE)	1.00	1.00	1.00	0.00	1.00	0.00
	Total Authorized Positions	1	1	1	0	1	0.00

Fiscal Year 2004 G - 3 Management Services

# Admin. Services - Mgmt. & Budget

#### **Mission Statement**

Provide strategic planning and support to Monroe County government, which will promote efficient management practices, sound financial budgeting, and competitive procurement county-wide, while maintaining the highest standards of ethics, integrity and prudent expenditure of public funds.

#### **Summary of Services Provided**

- Develop, implement, and monitor annual capital and operating budgets.
- Implement the Board's purchasing policy for all RFP's and contracts for goods and services.
- Monitor grant applications and implementation.

#### **Advisory Board**

- Human Service Advisory Board
- Substance Abuse Policy Advisory Board

#### **Major Variances**

- Personnel expenditures have been reduced based on the elimination of one position.
- Operating expenditures have been reduced based upon the elimination of one copy machine and the anticipated reduction in educational payments.
- There are no capital outlay expenditures planned for fiscal year 2004.

	FY 2002	FY 2003	FY 2004	FY 2004	FY 2004	FY 2004
Budgetary Costs	Actual	Adopted	Continuation	Issues	Adopted	Variance
Personnel Expenditures	324,544	340,249	318,404	0	318,404	-21,845
Operating Expenditures	558,448	112,139	107,183	0	107,183	-4,956
Capital Outlay Expenditures	7,230	2,500	0	0	0	-2,500
Total Net Operating Budget	890,222	454,888	425,587	0	425,587	-29,301
Transfers to Internal Service Funds	63,185	72,978	68,164	0	68,164	-4,814
Total Interfund Transfers	63,185	72,978	68,164	0	68,164	-4,814
Total Budgetary Costs	953,407	527,866	493,751	0	493,751	-34,115

Funding Sources		FY 2002 Actual	FY 2003 Adopted	FY 2004 Adopted	FY 2004 Variance
General Fund		485,633	527,866	493,751	-34,115
Governmental Fund Type Grant		467,774	0	0	0
	Total Revenues	953,407	527,866	493,751	-34,115

	FY 2002	FY 2003	FY 2004	FY 2004	FY 2004	FY 2004
Staffing Summary	Actual	Adopted	Continuation	Issues	Adopted	Variance
Administrative Support	1.00	1.00	1.21	0.00	1.21	0.21
Officials & Administrators	0.35	0.35	0.21	0.00	0.21	-0.14
Professionals	3.00	2.00	2.00	0.00	2.00	0.00
Technicians	4.00	4.00	3.00	0.00	3.00	-1.00
Total Full-Time Equivalents (FTE)	8.35	7.35	6.42	0.00	6.42	-0.93
Total Authorized Positions	8	7	6	0	6	-0.93

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# **Admin. Services - Personnel**

#### **Mission Statement**

Facilitate County government operations through proactive management of its human resources.

#### **Summary of Services Provided**

Apply and carry out personnel policies and regulations as adopted by the Board of County Commissioners for recruiting, hiring, and advancing of qualified personnel.

#### **Advisory Board**

- •Personnel Policies and Procedures Board
- •Employee Grievance Council
- •Career Service Council
- •Sick Leave Pool

#### **Major Variances**

- Personnel expenditures have been reduced to reflect the reallocation of the Division Director and Executive Assistant's salaries and benefits.
- Operating expenditures have been reduced to reflect lowered usage.
- No capital outlay expenditures are planned for fiscal year 2004.

Budgetary Costs	FY 2002 Actual	FY 2003 Adopted	FY 2004 Continuation	FY 2004 Issues	FY 2004 Adopted	FY 2004 Variance
Personnel Expenditures	251,223	256,396	236,298	0	236,298	-20,098
Operating Expenditures	43,303	79,636	65,100	0	65,100	-14,536
Capital Outlay Expenditures	5,809	0	0	0	0	0
Total Net Operating Budget	300,335	336,032	301,398	0	301,398	-34,634
Transfers to Internal Service Funds	52,123	58,287	57,344	0	57,344	-943
Total Interfund Transfers	52,123	58,287	57,344	0	57,344	-943
Total Budgetary Costs _	352,458	394,319	358,742	0	358,742	-35,577

Funding Sources		FY 2002 Actual	FY 2003 Adopted	FY 2004 Adopted	FY 2004 Variance
General Fund		352,458	394,319	358,742	-35,577
	Total Revenues	352,458	394,319	358,742	-35,577

	FY 2	2002	FY 2003	FY 2004	FY 2004	FY 2004	FY 2004
Staffing Summary	Act	ual	Adopted	Continuation	Issues	Adopted	Variance
Administrative Support		2.60	2.60	2.24	0.00	2.24	-0.36
Officials & Administrators		0.25	0.25	0.15	0.00	0.15	-0.10
Professionals		2.00	2.00	2.00	0.00	2.00	0.00
Technicians		0.75	0.75	0.75	0.00	0.75	0.00
Total Full-Time B	Equivalents (FTE)	5.60	5.60	5.14	0.00	5.14	-0.46
Total Autl	horized Positions	6	6	5	0	5	-0.46

# Admin. Services - Worker's Comp

#### **Mission Statement**

To provide workers' compensation coverage for Monroe County employees and volunteers in accordance with Florida Statute 440.

#### **Summary of Services Provided**

Work in tandem with the Loss Control Department to ensure a safe work environment. Ensure that any injured worker gets medical treatment and is returned to work at the first available opportunity.

#### **Advisory Board**

None

#### **Major Variances**

- Personnel expenditures have been reduced to reflect the reallocation of the Division Director and Executive Assistant's salaries and benefits. Also Worker's Compensation Claims - Special Pay has been reduced based on historical expenses.
- Operating expenditures have been reduced to reflect historical losses and reserves report from the risk consultant.
- No capital outlay expenditures are planned for fiscal year 2004.
- •Personnel expenses include indeminty pay to injured workers.

Budgetary Costs		FY 2002 Actual	FY 2003 Adopted	FY 2004 Continuation	FY 2004 Issues	FY 2004 Adopted	FY 2004 Variance
Personnel Expenditures		437,206	499,633	442,719	0	442,719	-56,914
Operating Expenditures		1,944,112	3,124,371	2,997,764	0	2,997,764	-126,607
	Total Net Operating Budget	2,381,318	3,624,004	3,440,483	0	3,440,483	-183,521
Transfers to Internal Service Fund	ls	19,906	22,513	22,674	0	22,674	161
	Total Interfund Transfers	19,906	22,513	22,674	0	22,674	161
	Total Budgetary Costs	2,401,224	3,646,517	3,463,157	0	3,463,157	-183,360
	Funding Sources			FY 2002 Actual	FY 2003 Adopted	FY 2004 Adopted	FY 2004 Variance
	Worker's Compensation			2,401,224	3,646,517	3,463,157	-183,360
			Total Revenues	2,401,224	3,646,517	3,463,157	-183,360

Staffing Summary	FY 2002 Actual	FY 2003 Adopted	FY 2004 Continuation	FY 2004 Issues	FY 2004 Adopted	FY 2004 Variance
Administrative Support	1.15	1.15	1.08	0.00	1.08	-0.07
Officials & Administrators	0.13	0.13	0.08	0.00	80.0	-0.05
Professionals	1.00	1.00	1.00	0.00	1.00	0.00
Total Full-Time Equivalents (FTE)	2.28	2.28	2.16	0.00	2.16	-0.12
Total Authorized Positions	2	2	2	0	2	-0.12

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# **Admin. Services - Group Insurance**

#### **Mission Statement**

Provide group insurance coverage for our active and retired employees and their enrolled dependents as defined in our Employee Benefit Plan.

#### **Summary of Services Provided**

Provide insurance benefits to active employees, retirees, and their eligible dependents in accordance with board policies.

#### **Advisory Board**

None

### **Major Variances**

- Personnel expenditures have been reduced to reflect the reallocation of the Division Director and Executive Assistant's salaries and benefits.
- Operating expenditures have been increased to reflect the anticipated increase in group insurance claims and the required reserves for fiscal year 2004.
- No capital outlay expenditures are planned for fiscal year 2004.

Budgetary Costs	FY 2002 Actual	FY 2003 Adopted	FY 2004 Continuation	FY 2004 Issues	FY 2004 Adopted	FY 2004 Variance
Personnel Expenditures	128,172	131,652	128,488	0	128,488	-3,164
Operating Expenditures	12,094,518	15,368,611	18,127,594	0	18,127,594	2,758,983
Capital Outlay Expenditures	3,490	0	0	0	0	0
Total Net Operating Budget	12,226,180	15,500,263	18,256,082	0	18,256,082	2,755,819
Transfers to Internal Service Funds	28,456	32,182	32,959	0	32,959	777
Total Interfund Transfers	28,456	32,182	32,959	0	32,959	777
Total Budgetary Costs	12,254,636	15,532,445	18,289,041	0	18,289,041	2,756,596

Funding Sources		FY 2002 Actual	FY 2003 Adopted	FY 2004 Adopted	FY 2004 Variance
Group Insurance		12,254,636	15,532,445	18,289,041	2,756,596
	Total Revenues	12,254,636	15,532,445	18,289,041	2,756,596

Staffing Summary	FY 2002 Actual	FY 2003 Adopted	FY 2004 Continuation	FY 2004 Issues	FY 2004 Adopted	FY 2004 Variance
Administrative Support	1.15	1.15	1.09	0.00	1.09	-0.06
Officials & Administrators	0.15	0.15	0.09	0.00	0.09	-0.06
Professionals	1.00	1.00	1.00	0.00	1.00	0.00
Technicians	1.00	1.00	1.00	0.00	1.00	0.00
Total Full-Time Equivalents (FTE)	3.30	3.30	3.18	0.00	3.18	-0.12
Total Authorized Positions	3	3	3	0	3	-0.12

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# Admin. Services - Risk Mgmt.

#### **Mission Statement**

Monroe County Risk Management is dedicated to making and implementing decisions that will avoid hazardous risks to the public and our employees. We also strive to minimize the adverse effects of any accidental losses on the County. We accomplish this through risk exposure identification and analysis, choosing risk management alternatives and techniques, at least once a year. This is to see if our methods are working for the benefit and safety of the public and the County. We strive for a high level of perfection by enforcing the Laws of the State of Florida and the Ordinances of Monroe County.

#### **Summary of Services Provided**

Review all contractual relationships to ensure county is adequately protected and actively pursue measures to reduce risk to the County.

#### **Advisory Board**

None

#### **Major Variances**

- Personnel expenditures have been reduced to reflect the reallocation of the Division Director and the Executive Assistant's salaries and benefits.
- Operating expenditures have been reduced to reflect risk management claims history and anticipated reductions in insurance premiums.
- No capital outlay expenditures are planned for fiscal year 2004.

Budgetary Costs	FY 2002 Actual	FY 2003 Adopted	FY 2004 Continuation	FY 2004 Issues	FY 2004 Adopted	FY 2004 Variance
Personnel Expenditures	93,446	104,077	103,937	0	103,937	-140
Operating Expenditures	1,155,391	3,396,237	3,110,557	0	3,110,557	-285,680
Capital Outlay Expenditures	1,115	0	0	0	0	0
Total Net Operating Budget	1,249,952	3,500,314	3,214,494	0	3,214,494	-285,820
Transfers to Internal Service Funds	19,585	22,691	23,303	0	23,303	612
Total Interfund Transfers	19,585	22,691	23,303	0	23,303	612
Total Budgetary Costs	1,269,537	3,523,005	3,237,797	0	3,237,797	-285,208
Funding Sources			FY 2002 Actual	FY 2003 Adopted	FY 2004 Adopted	FY 2004 Variance
Risk Management			1,269,537	3,523,005	3,237,797	-285,208
		Total Revenues	1,269,537	3,523,005	3,237,797	-285,208

	FY 2002	FY 2003	FY 2004	FY 2004	FY 2004	FY 2004
Staffing Summary	Actual	Adopted	Continuation	Issues	Adopted	Variance
Administrative Support	1.10	1.10	1.08	0.00	1.08	-0.02
Officials & Administrators	0.13	0.13	0.08	0.00	0.08	-0.05
Professionals	1.00	1.00	1.00	0.00	1.00	0.00
Total Full-Time Equivalents (FTE)	2.23	2.23	2.16	0.00	2.16	-0.07
Total Authorized Positions	2	2	2	0	2	-0.07

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# **Technical Services**

#### **Mission Statement**

Provide efficient, reliable, and cost effective information management services through the application of computing technology and related technology resources, provide planning and technical support for county-wide network, computer, telephone and television systems.

#### **Summary of Services Provided**

Management and Operations of Computer technology, public broadcast facilities and phone service for BOCC

#### **Advisory Board**

None

#### **Major Variances**

- Personnel expenditures have been increased to reflect the reallocation of the Division Director and the Executive Assistant's salaries and benefits. However, this increase has been partially offset by the elimination of one position.
- Operating expenditures have been increased to cover anticipated contract and lease payments. These cost increases have been partially offset by a reduction in the anticipated capital outlay expenditures.

Budastani Costa	FY 2002 Actual	FY 2003	FY 2004 Continuation	FY 2004	FY 2004 Adopted	FY 2004 Variance
Budgetary Costs	Actual	Adopted	Continuation	Issues		variance
Personnel Expenditures	528,198	593,942	634,596	0	634,596	40,654
Operating Expenditures	689,096	674,601	742,992	0	742,992	68,391
Capital Outlay Expenditures	63,917	49,892	2,956	0	2,956	-46,936
Total Net Operating Budget	1,281,211	1,318,435	1,380,544	0	1,380,544	62,109
Transfers to Internal Service Funds	115,197	149,382	159,235	0	159,235	9,853
Total Interfund Transfers	115,197	149,382	159,235	0	159,235	9,853
Total Budgetary Costs	1,396,408	1,467,817	1,539,779	0	1,539,779	71,962

Funding Sources		FY 2002 Actual	FY 2003 Adopted	FY 2004 Adopted	FY 2004 Variance
General Fund		1,396,408	1,467,817	1,539,779	71,962
	Total Revenues	1,396,408	1,467,817	1,539,779	71,962

	FY 2002	FY 2003	FY 2004	FY 2004	FY 2004	FY 2004
Staffing Summary	Actual	Adopted	Continuation	Issues	Adopted	Variance
Administrative Support	5.00	5.00	5.39	0.00	5.39	0.39
Officials & Administrators	0.00	0.00	0.39	0.00	0.39	0.39
Professionals	3.00	3.00	3.00	0.00	3.00	0.00
Service - Maintenance	1.00	1.00	0.00	0.00	0.00	-1.00
Technicians	4.00	4.00	4.00	0.00	4.00	0.00
Total Full-Time Equivalents (FTE)	13.00	13.00	12.78	0.00	12.78	-0.22
Total Authorized Positions	13	13	13	0	13	-0.22

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